



Illinois Department of Transportation

Memorandum

To: DEPUTY SECRETARIES, DIRECTORS AND BUREAU CHIEFS
From: Dianna L. Taylor
Bureau Chief of Personnel Management
Subject: Technical Vacancy
Date: June 2, 2017

Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement June 5, 2017 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m. on Friday, June, 16, 2017.** Applicants will not be accepted after that time and date.

NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.

All applicants will receive a position description for the position they are applying for. If you have any questions, please contact the Bureau of Personnel Management at 217/782-5594.

TM I

IT Operations Assistant
Bureau of Information Processing
Office of Finance and Administration
Springfield

Attachments
41896

Technical Applications (PM 1080 rev 6/1/17)** **must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) or emailed to DOT.CO.BPM.EmploymentApplications@Illinois.gov by **Friday, June, 16, 2017, 4:30 p.m.** Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.

NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.



Illinois Department of Transportation

An Equal Opportunity Employer

Position Summary Sheet

Classification:	Technical Manager I	Salary:	\$3,605 - \$5,003*
Position Title:	IT Operations Assistant	Union Position:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Position Number:	PW411-23-40-204-00-01	IPR#:	41896

Office/Central Bureau/District/Work Address:

Office of Finance and Administration / Bureau of Information Processing / 2300 S. Dirksen Parkway/Springfield, IL

Description Of Duties:

This position is accountable for providing assistance to the IT Operations Chief, as well as BIP section and unit managers with day-to-day operational duties; assisting supporting users in a network environment; handling IT equipment loan requests; assisting with troubleshooting printer issues; and assisting end users with basic IT needs, including operation of multi-function devices.

Special Qualifications:

Required:

- Valid driver's license

Desired:

- Four years of college preferably with courses in computer science, computer systems, computer networks or database management
- Proficient working knowledge of Microsoft Office applications
- Working knowledge of IT equipment such as laptops, printers, projectors, smart phones and tablets
- Ability to provide excellent customer service
- Ability to maintain harmonious relationships with employees, agency officials and the general public

Shift/Remarks:

8:00 a.m. – 4:30 p.m. / Monday – Friday

*Individual salary offers are computed based on an applicant's current position and experience level in comparison to the posted title as well as internal equity of staff in the organizational unit.

**Technical Application PM1080 was revised 6/1/17. The previous application form revised 9/19/16, will be accepted until close of business 7/31/17. Applications received on 8/1/17 or after must be on the revised form.

**ILLINOIS DEPARTMENT OF TRANSPORTATION
POSITION DESCRIPTION**

DATE:	May 16, 2017	POSITION:	IT Operations Assistant
APPROVED BY:	Dan Wilcox	OFFICE/DIVISION:	Office of Finance & Administration/Bureau of Information Processing
CODE:	PW411-23-40-204-00-01	REPORTS TO:	IT Operations Chief

Position Purpose

This position is accountable for providing assistance to the IT Operations Chief, as well as BIP Section and Unit managers with day-to-day operational duties, including assisting with supporting users in a network environment; handling IT equipment loan requests; assisting with troubleshooting printer issues; and assisting end users with basic IT needs, including operation of multi-function devices.

Dimensions

Number of Operational Projects:	10-15 Annually
Technology User Base Supported	5,000 +/-

Nature and Scope

This position reports to the BIP IT Operations Chief. No subordinates report to this position.

Under the supervision of the BIP IT operations Chief, this position is accountable for providing assistance to the IT Operations Chief, as well as BIP Section and Unit managers with day-to-day operational duties, including assisting with supporting users in a network environment; handling IT equipment loan requests; assisting with troubleshooting printer issues; and assisting end users with basic IT needs, including operation of multi-function devices. Skillset should include basic customer service and IT support skills, proficient working knowledge of Microsoft Office applications, IT related experience with troubleshooting multi-function devices as well as overall knowledge of IT operations. The incumbent must possess a basic working knowledge of various network operating environments and communications protocols.

Due to the high demand for technology support within Central office, the greatest challenge of this position is efficiently organizing and prioritizing incoming requests, and providing excellent customer service in an efficient and timely manner.

The incumbent is personally responsible for completing assignments from the IT Operations Chief which may include but are not limited to end user support; smartphone, PC, laptop and tablet configuration; IT equipment check-out and customer assistance, video conference and virtual meeting setups, multi-function device troubleshooting, and Help Desk requests.

The incumbent operates within all policies and procedures established by the Department of Transportation while carrying out the duties of this position.

Internal contacts are with department technology users, which could include all IDOT Central Office employees. External contacts are with the Department of Innovation and Technology (DoIT) and other service vendors.

The effectiveness of this position can be measured by the incumbent's ability to assist the IT Operations Chief with daily operations, and the prompt and effective resolution of user support needs.

Principal Accountabilities

1. Provides assistance to the IT Operations Chief with day-to-day operational duties.
2. Assists providing customer support to users in a network environment.
3. Provides end user support on Microsoft Office applications.
4. Handles IT equipment loan requests
5. Troubleshoots printer issues
6. Provides assistance with video conference and virtual meeting setups
7. Provides basic Smart phone, PC, laptop and table support and/or configuration
8. Serves as a liaison between department and CMS DoIT staff
9. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
10. Performs other duties as required or assigned.